

Application Development

Voice Solution provides you with the added power and flexibility to create and customize your own applications. Voice Solution's built-in application generator consists of a variety of building blocks (BOXES) which are linked together through the use of menu-driven software. Customized applications are easily constructed by selecting and linking the building blocks which art provided. Voice Solution's 10 building blocks give you the power and flexibility to create diverse applications on-the-fly.

Call Processing Building Blocks Include:

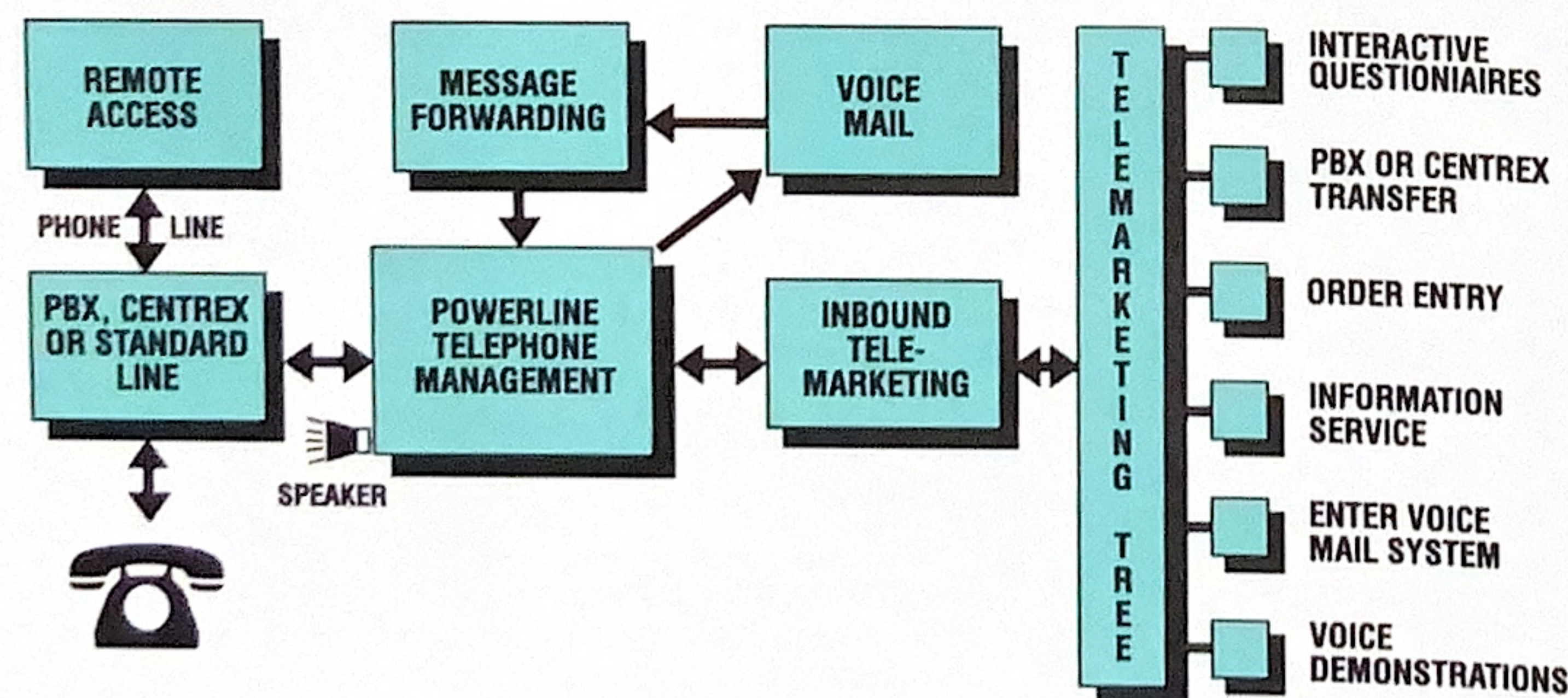
- ◆ The **START** box assists you with an application's configuration and also answers the telephone.
- ◆ The **MENU** box allows the caller, through the use of touch-tone keys, to appropriately route an application.
- ◆ The **VOICE MAIL** box provides entry into the Voice Mail system.
- ◆ The **QUESTIONNAIRE** box allows interaction with a caller through a series of voice response questions.
- ◆ The **INPUT** box allows touch-tone input to be collected for the purpose of gathering information.
- ◆ The **TIME AND DATE** box provides the current time and date.
- ◆ The **PLAY** box plays back pre-recorded voice information.

- ◆ The **RECORD** box records a standard voice file.
- ◆ The **EXIT** box provides a vehicle for application shutdown.

TECHNICAL SPECIFICATIONS

VOICE SOLUTION requires an IBM AT or compatible (including 386's, 486's and PS/2—Models 25 & 30). 640K of RAM, hard disk and 1 floppy drive, DOS 3.31 or later, and a conventional Touch-tone telephone. VOICE SOLUTION is fully FCC approved.

Sampling Rate6.76 KHz
 Compression Rate.....4/8 Bit
 Data Storage Rate4.9 minutes/meg
 Local Phone.....RJ-11
 Phone Line.....RJ-11, 14
 Phone Line Interface.....600 ohm 0.1B
 Speaker (included).....8 ohm
 Microphone Jack.....2.5 mm
 Frequency Response.....275-3100 hz/sec
 2 Lines Per Package
 Easily Expandable to 16 Lines



A Full-Featured
 PC-Based
 Multi-Line
 Voice Mail And
 Call Processing
 System



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What Is Voice Solution?

Voice Solution is a complete PC-Based hardware and software Voice Mail and Call Processing system which handles up to 16 telephone lines simultaneously. Operating invisibly IN THE BACKGROUND, Voice Solution allows your PC to fully handle your Call Processing needs while your computer remains free to perform other tasks.

Voice Solution puts sophistication and complexity into a package that's easy to get rolling. With its menu-driven software and thorough documentation, Voice Solution offers stress free, easy to follow instructions which enable both the beginning and advanced user to quickly set-up the system.

And Voice Solution is POWERFUL! Utilizing a multi-processor design based on proven hardware manufactured by Talking Technology, Voice Solution handles the complex needs of your business or service--handling up to 16 phone lines simultaneously.

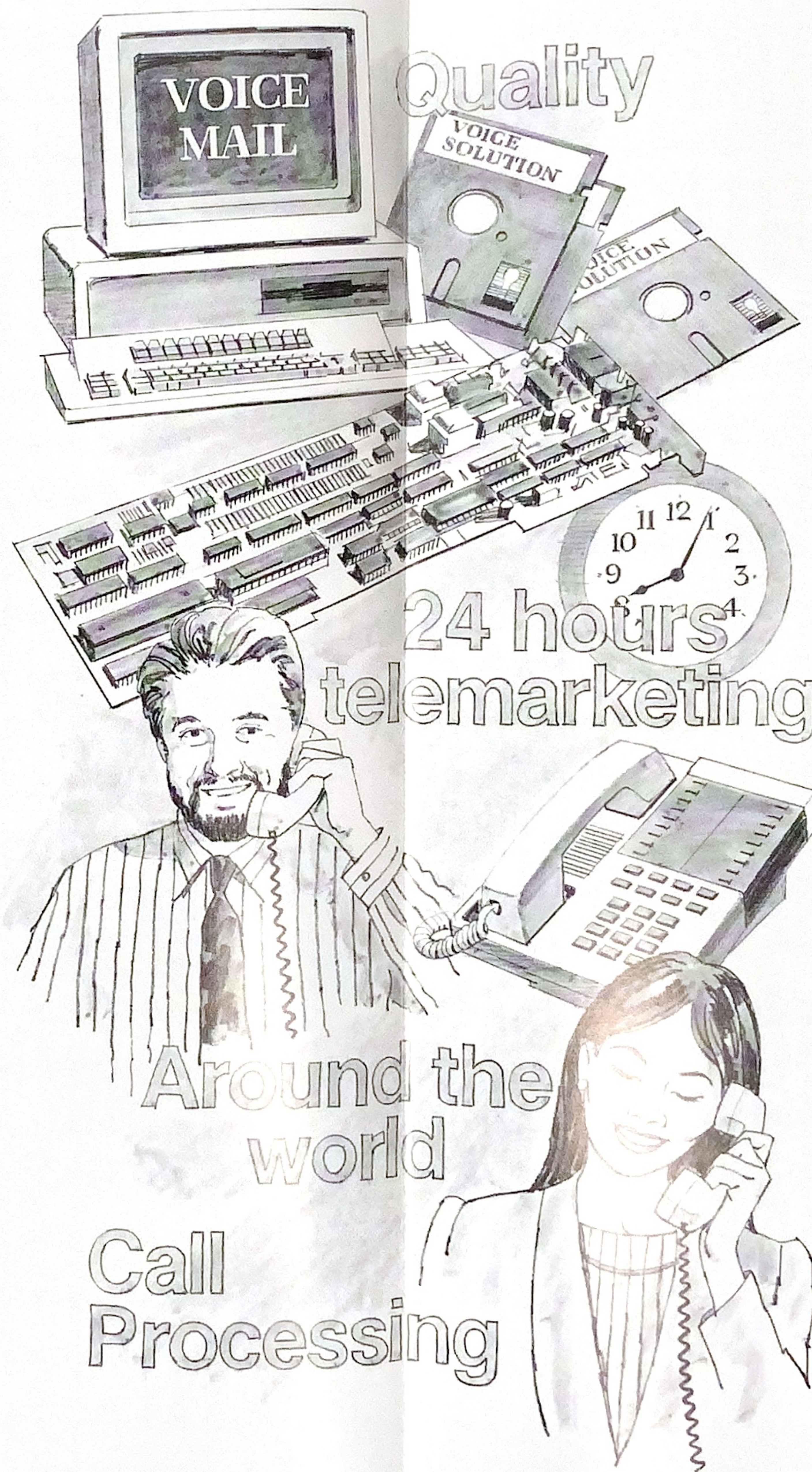
Voice Solution provides a virtually unlimited scope of call processing capabilities which include:

- ◆ Full-featured **VOICE MAIL** system
- ◆ Sophisticated **CALL PROCESSING** system
- ◆ **BACKGROUND** operation
- ◆ An intuitive **MENU-DRIVEN** software interface
- ◆ **EXPANDABILITY** up to 16 lines (2 lines per card)
- ◆ **INDIVIDUAL APPLICATIONS** on individual lines
- ◆ **COMPLETE PACKAGE** including hardware, software, speaker, and concise documentation

With Voice Solution, end users now have an opportunity to experience the benefits of multiple-line Voice Mail and sophisticated Call Processing. Systems with the capabilities provided by the Voice Solution package currently retail for \$20,000 and more. Voice Solution brings you the exact same functionality for under \$1,000 in an easy-to-use, menu-driven configuration--under YOUR control.

While Voice Solution gives end users the opportunity to quickly create their own Voice Mail and Call Processing system, it provides even more opportunities for VAR's OEM's and computer product resellers of all types. Because of its innovative flexibility and rock-bottom pricing, computer integrators and resellers can profit from the creation of instantly marketable voice solutions at unbelievable prices!

The marriage of the Voice Solution with any PC-based computer not only adds value, but sets it apart from the competition. Voice Solution provides the opportunity to mold an idea into a marketable product quickly and inexpensively with the assurance of reliability and support.



Voice Mail

Voice Solution's integrated Voice Mail system provides a centralized message retrieval system allowing internal users and outside callers the capabilities of sending and retrieving messages.

Voice Mail Features Include:

- ◆ **Password Protection**--provides you with the security and privacy of your own mailbox through the use of your personal password at any time.
- ◆ **Voice Customization**--allows mailbox users to easily change their greeting messages.
- ◆ **Message Forwarding**--capabilities allow Voice Solution to deliver your messages to any other phone (including your cellular phone).
- ◆ **Call Forwarding**--lets you transfer an incoming call (if your PBX permits) to a phone at any other location.
- ◆ **Remote Access**--provides users with complete system access. Messages can be retrieved at any time from any telephone (including rotary). Through an easy-to-use system of voice messages, passwords and greetings, messages can be remotely created or changed.
- ◆ **Expansion Capabilities**--allow you to easily expand the number of boxes in your system. Expanding the number of lines in your system is as easy as plugging another card into your PC.
- ◆ **Call Queuing**--allows multiple callers to be placed on hold--with callers put through on a first in - first out basis.
- ◆ **Call Logging**--allows box holders the option of placing important messages into a file.
- ◆ **Pager Support**--lets a caller relay a number through the Voice Mail system to a pager.
- ◆ **Pulse Detection**--provides the capability for the system to detect and understand dial pulses from non-touch tone phones. (To be added soon)
- ◆ **Call Screening**--allows callers to be identified prior to being transferred. A user has the option of receiving a call or passing it

Call Processing

Voice Solution's integrated Call Processing system has been designed to efficiently process your calls. Voice Solution's revolutionary features will change the way you do business. Callers reaching your system can be conveniently directed to the information or services that they need. A flexible design structure allows you to create a personalized telemarketing tree in minutes. Calls may be transferred in your PBX or hybrid key system permits, or Voice Solution can alert an operator to callers needing personal assistance.